# ALAMEDA COUNTY COMMUNITY FOOD BANK (ACCFB) (SOCIAL SERVICES)



The Alameda County Community Food Bank provides Food Security Scholarships to four Hayward based non-profit food pantries serving low-income families and individuals. The scholarships provide agencies with money on account to buy food to supplement their limited resources and meet the growing need for emergency food in their neighborhoods. Food is available at low Food Bank prices.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA, JR

#### ACCFB BY THE NUMBERS

Year program was founded: 1985 (agency)

Total program budget: 10.6 million

(agency-wide)

Total SS funding: \$16,600

|  | 2009   | 2010   |
|--|--------|--------|
| Number of Hayward residents served:                  | 10,184 | 11,546 |
| Number of volunteers:                                | 5,326  | 7,404  |
| Number of volunteers hours provided:                 | 47,985 | 57,669 |
| Number of paid FTEs:<br>(for Social Service program) | 0      | 0      |

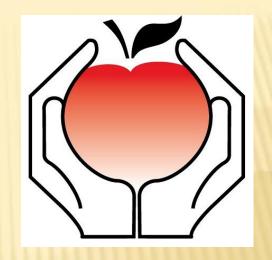
#### NOTABLE TRENDS

#### Recent Accomplishments:

- 1. The Food Bank distributed
  20,916,750 pounds of food in
  FY10-11, a 10.5% increase from
  FY 09-10. 54% of these pounds
  were in fresh produce.
  - an annual conference to provide capacity building trainings for member agencies. In 2012, the Food Bank launches a new monthly workshop series to provide ongoing capacity building opportunities for member agencies.
- 3. in FY10-11: 38,528 referrals for emergency food were made from the Emergency Food Helpline, 5,937 households were helped by the Food Stamp (CalFresh) Hotline, and 91 nutrition education classes were provided.



ALAMEDA COUNTY COMMUNITY FOOD BANK (ACCFB) (CDBG)



The Alameda County Community Food Bank's Food Distribution-Food Purchase Program provides seven Hayward homeless shelters with the purchase and delivery of high nutrient food, as well as nutrition education and technical assistance. Food is available at low Food Bank prices.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA, JR

#### **ACCFB BY THE NUMBERS**

Year program was founded: 1985 (agency)

Total program budget: 10.6 million

(agency wide)

Total CDBG funding: \$ 25,500

|  | 2009        | 2010        |
|--|-------------|-------------|
| Number of Hayward residents served:        | 515         | 245         |
| Number of volunteers:                      | 5,326       | 7,404       |
| Number of volunteers hours provided:       | 47,985      | 57,669      |
| Number of paid FTEs:<br>(for CDBG program) | .14 of 1FTE | .14 of 1FTE |

#### NOTABLE TRENDS

Recent Accomplishments:

1. The Food Bank distributed

20,916,750 pounds of food in



**ALAMEDA COUNTY** 

**COMMUNITY** 

- 2. In 2011 the Food Bank launched an annual conference to provide capacity building trainings for member agencies. In 2012, the Food Bank launches a new monthly workshop series to provide ongoing capacity building opportunities for member agencies.
- 3. in FY10-11: 38,528 referrals for emergency food were made from the Emergency Food Helpline, 5,937 households were helped by the Food Stamp (CalFresh) Hotline, and 91 nutrition education classes were provided.

## BAY AREA COMMUNITY SERVICES: HEDCO HOUSE (SOCIAL SERVICES)



The BACS Wellness Center at Hedco House provides community based services to adults with psychiatric disabilities as they transition through Alameda County Behavioral Health Care Services (ACBHCS) to greater independence and community support.

COMMUNITY SERVICES LIAISON: COMMISSIONER TODD DAVIS

#### BACS: HEDCO HOUSE BY THE NUMBERS

Year program was founded: 1975

Total project budget: \$579,302

Total SS funding: \$16,600

|                                      | 2009   | 2010   |
|--------------------------------------|--------|--------|
| Number of Hayward residents served:  | 69     | 51     |
| Number of volunteers:                | 8      | 6      |
| Number of volunteers hours provided: | 594.25 | 220.75 |
| Number of paid FTEs:                 | 5      | 5.5    |

#### NOTABLE TRENDS

#### Recent Accomplishments:

1. At just over halfway through the fiscal year, the wellness center has already exceeded its City of Hayward contract goal to help at least ten participants transition off of ACBHCS case management caseloads and no longer require this level of care.



- 2. Thus far this fiscal year the wellness center has helped a total of eight participants progress to or retain paid employment, volunteer work, and/or placement in educational or vocational training programs.
- 3. BACS recently achieved the maximum level of accreditation of its employment services from the Commission on Accreditation of Rehabilitation Facilities (CARF), which is a three year accreditation.

# BAY AREA COMMUNITY SERVICES: FRIENDLY VISITING PROGRAM (SOCIAL SERVICES)



The Friendly Visiting Program matches homebound Hayward seniors with trained volunteers. The volunteers provide conversation and companionship for one to two hours per week at the senior's residence, and may provide transportation assistance as well. Participants report a decrease in feelings of isolation and depression as well as improvement in overall health.

COMMUNITY SERVICES LIAISON: COMMISSIONER TODD DAVIS

## BACS: FRIENDLY VISITING PROGRAM BY THE NUMBERS

Year program was founded: 2003

Total program budget: 25,000

Total SS funding: \$12,450

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 44   | 38   |
| Number of volunteers:                | 38   | 38   |
| Number of volunteers hours provided: | 3500 | 3200 |
| Number of paid FTEs:                 | 1.5  | 1.5  |

#### NOTABLE TRENDS

Recent Accomplishments:

- Re-established participant and volunteer connections that were lost during the transition (from Senior Services to BACS)
- 2. Creation of a new, more efficient volunteer and participant database
- 3. Started advocacy program for older adult issues, with emphasis in central and south Alameda County



#### BOSS/S. COUNTY HOMELESS SHELTER (CDBG)



The project provides shelter to homeless individuals who have been diagnosed with a mental health disability and are part of the behavioral health system. The objective is to stabilize client's mental health, connect them to financial and medical resources, teach them like skills, and help them find permanent housing.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELISE ALARCON

#### **BOSS BY THE NUMBERS**

Year program was founded: 1987

Total program budget: \$756,654.61

Total CDBG Facilities funding: \$10,950

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 20   | 24   |
| Number of volunteers:                | 5    | 5    |
| Number of volunteers hours provided: | 2756 | 2756 |
| Number of paid FTEs:                 | 8    | 8    |

#### NOTABLE TRENDS

#### Recent Accomplishments:

- 1. Residents created a vegetable garden for their own use
- 2. Affiliated with Bread and Roses to find professional performers and have live concerts every month for the community



3. Successfully lobbied the County to restore G.A. grants, ensuring continuous grants to clients. The current grant amount is \$336/month.

## BRIDGE OF FAITH (SOCIAL SERVICES)

Bridge of Faith provides community pantry services to the citizens of Hayward. Twice a week, over 100 clients are served hot lunches, groceries, and a continental breakfast. Funds are used for operational costs including replacement, repair, and maintenance of equipment and a truck.

COMMUNITY SERVICES LIAISON: COMMISSIONER ALLISON MCMANUS

#### BRIDGE OF FAITH BY THE NUMBERS

Year program was founded: 2005

Total project budget: \$14,200

Total SS funding: \$5,000

|                                      | 2009     | 2010     |
|--------------------------------------|----------|----------|
| Number of Hayward residents served:  | 1978     | 2333     |
| Number of volunteers:                | 15       | 22       |
| Number of volunteers hours provided: | 8 hrs/wk | 8 hrs/wk |
| Number of paid FTEs:                 | 0        | 0        |

#### NOTABLE TRENDS

#### Recent Accomplishments:

r. Replaced the old oven/range with a commercial grade unit adding baking capabilities to food preparation.



Photo of Bridge of Faith, from goggle images

- 2. Provided environment that is used as a senior center, recreation center, fellowship hall and cafeteria.
- 3. Successfully provide dinner for over 500 people, 300 grocery bags and 100 gifts during Thanksgiving and Christmas.

## CALICO (SOCIAL SERVICES)



Photo taken from CALICO's website: http://www.calicocenter.org

CALICO will conduct forensic interviews with 90 Hayward children and provide services to 70 caregivers. CALICO aids children, ages 2-17, who were sexually or physically abused, neglected or witnessed violence. Interviews are conducted one-on-one by skilled Child Interview Specialists while masters-level clinicians meet on-site with the child's caregiver and provide follow-up support by phone.

COMMUNITY SERVICES LIAISON: COMMISSIONER BEN HENDERSON

#### CALICO BY THE NUMBERS

Year program was founded: 1997

Total program budget: \$82,000

Total SS funding: \$14,525

|                                      | 2009        | 2010         |
|--------------------------------------|-------------|--------------|
| Number of Hayward residents served:  | 95 children | 125 children |
| Number of volunteers:                | 3           | 8            |
| Number of volunteers hours provided: | Not tracked | Not tracked  |
| Number of paid FTEs:                 | 6.0         | 7.5          |

#### NOTABLE TRENDS

Recent Accomplishments:

- 1. Re-accreditation by the National Children's Alliance (2010-2015), as services meet best practices in 10 industry standards
- 2. 2.5 staff positions added since
   May 2010 to better serve clients
- 3. One of 12 pilot sites for child abuse professionals resiliency project.



Photo taken from CALICO's website: <a href="http://www.calicocenter.org">http://www.calicocenter.org</a>

# CENTRO LEGAL DE LA RAZA (CDBG)



Photo taken from Cento Legal de la Raza's website: <a href="mailto:ttp://centrolegal.org/">ttp://centrolegal.org/</a>

Centro Legal de la Raza (Centro Legal) provides free legal aid and tenants' rights education to low-income Hayward residents facing eviction and other housing issues such as foreclosures and habitability complaints. The project helps prevent homelessness and ensures individuals can maintain economic stability and access to healthy, safe housing conditions.

COMMUNITY SERVICES LIAISON: COMMISSIONER LIZ MORALES-CONTRERAS

#### CENTRO LEGAL DE LA RAZA BY THE NUMBERS

Year program was founded: 2009

Total program budget: \$43,041

Total CDBG funding: \$12,410

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 41   | 53   |
| Number of volunteers:                | 2    | 4    |
| Number of volunteers hours provided: | 24   | 192  |
| Number of paid FTEs:                 | 2    | 2    |

#### NOTABLE TRENDS

#### Recent Accomplishments:

- Developing a new Tenant's Rights
   Outreach Program to provide
   community education workshops at
   local organizations for low-income
   Hayward tenants.
- 2. Responded to the foreclosure crisis by educating tenants living at foreclosed properties about legal rights during the foreclosure process and their ability to stay in their homes.



Photo taken from Cento Legal de la Raza's website: <a href="mailto:ttp://centrolegal.org/">ttp://centrolegal.org/</a>

3. Preventing homelessness and stabilizing low-income families by helping clients in eviction proceedings negotiate extended time to stay and obtain waiver of back rent and/or receipt of move-out agreement funds.

## COMMUNITY ALLIANCE FOR SPECIAL EDUCATION (CASE)



Photo taken from CASE's website: <a href="http://www.caseadvocacy.org/">http://www.caseadvocacy.org/</a>

(SOCIAL SERVICES)

CASE's Hayward Special Education Advocacy Project enables students with disabilities from low-income families access to a mainstream education. Technical assistance consultations are provided to parents on special education rights and services. The project offers direct representation by trained advocates at educational planning meetings (IEPs) and due process proceedings.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELIZABETH SAMAYOA

#### CASE BY THE NUMBERS

Year program was founded: 1979

Total program budget: \$18,225

Total SS funding: \$9,960

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 64   | 66   |
| Number of volunteers:                | 3    | 4    |
| Number of volunteers hours provided: | 15   | 15   |
| Number of paid FTEs:                 | .35  | .35  |

#### NOTABLE TRENDS

#### Recent Accomplishments:

- I. Successfully convinced District that a Spanish-speaking student's behavioral problems were due to frustration from language barriers and learning disabilities. Student has since received more individualized instruction.
- 2. Advocated for students to receive mental health assessments without direct District referrals. Students have been successfully placed in Day Treatment.
- 3. Trainings on Special Education Rights and Responsibilities.



Photo taken from CASE's website: http://www.caseadvocacy.org/

# COMMUNITY RESOURCES FOR INDEPENDENT LIVING (CRIL) (SOCIAL SERVICES) CRIL the 2



CRIL advocates (Disability Action Network members) attending the 2011 Disability Capitol Action Day at the State Capitol

CRIL provides independent living services to low-income Hayward residents with disabilities so that they may make progress towards becoming independent and achieve their self-identified goals.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

#### CRIL BY THE NUMBERS

Year program was founded: 1979

Total program budget: \$548,576

Total SS funding: \$24,900

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 260  | 231  |
| Number of volunteers:                | 3    | 5    |
| Number of volunteers hours provided: | 250  | 500  |
| Number of paid FTEs:                 | 11   | 12   |

#### NOTABLE TRENDS

#### Recent Accomplishments:

- 1. Successfully placed or retained several low-income Hayward residents in affordable housing using financial support from AC Social Services Season of Sharing funds.
- 2. Began a series of weekly Independent Living Skills classes for young adults with disabilities that includes preemployment skills, money management/budgeting, and benefits eligibility. An intern from the College of Alameda is assisting with training



**Spanish Speaking Computer Class** 

3. Provided 3 disaster preparedness workshops, and distributed 3-day emergency supply kits to Eden Housing apartment complexes for seniors and persons with disabilities.

## DAVIS ST RESOURCE CENTER (SOCIAL SERVICES)



Davis Street Family Resource Center supports basic needs for up to 500 families with emergency food and clothing, delinquent PG&E payments and housing assistance. All clients have the opportunity to meet with a case manager to set goals and track progress.

COMMUNITY SERVICES LIAISON: COMMISSIONER TOM KERSTEN

#### DAVIS ST RESOURCE CENTER BY THE NUMBERS

Year program was founded: 2004

Total program budget: 491,122

Total SS funding: \$12,450

|                                      | 2009   | 2010   |
|--------------------------------------|--------|--------|
| Number of Hayward residents served:  | 3350   | 2077   |
| Number of volunteers:                | 673    | 708    |
| Number of volunteers hours provided: | 12,710 | 16,043 |
| Number of paid FTEs:                 | 3      | 4      |

#### NOTABLE TRENDS

#### Recent Accomplishments:

1. Hayward residents received 214 housing referrals during the first two quarters of FY 2011-2012.



- 2. 30 families from Park School were enrolled in the Holiday Basket Program. Davis Street subcontracts to Chabot College Economic Development Program.
- 3. Our Primary Care Collaborative provides free health screenings at the Hayward Day Laborer Center every Saturday.

#### EAST BAY AGENCY FOR CHILDREN (EBAC): CHILD ASSAULT PREVENTION (SOCIAL SERVICES)



We believe that if we build strong children, there will be fewer adults to mend.

Photo taken from EBAC's website: <a href="http://www.ebac.org/programs/partners.asp">http://www.ebac.org/programs/partners.asp</a>

The Child Assault Prevention (CAP) mental health project provides mental health services to under and uninsured Hayward elementary school children and/or their families. Children are referred by school staff, administrators, community partners, and by CAP workshop leaders to whom children disclose abuse or the risk of abuse.

COMMUNITY SERVICES LIAISON: COMMISSIONER LYNNETTE FOY LINNEN

## EBAC/CHILD ASSAULT PREVENTION BY THE NUMBERS

Year program was founded: 1981

Total program budget: \$1,256,641

Total SS funding: \$15,355

|                                      | 2009  | 2010  |
|--------------------------------------|-------|-------|
| Number of Hayward residents served:  | 132   | 255   |
| Number of volunteers:                | 5     | 4     |
| Number of volunteers hours provided: | 3,440 | 2,752 |
| Number of paid FTEs:                 | 16    | 17    |

#### NOTABLE TRENDS

#### Recent Accomplishments:

- I. CAP Training Center and Fremont
  Healthy Start Program are expanding
  services in Fremont's Afghan
  community, through a 3-year grant
  from the U.S. Office of Refugee
  Resettlement.
- 2. In October 2011, EBAC began providing mental health, primary care, health advocacy and school climate activities for Frick Middle School in Oakland
- 3. EBAC will provide mental health services for two Special Day classes in San Leandro



Photo taken from EBAC's website: <a href="http://www.ebac.org/programs/school/cap.asp">http://www.ebac.org/programs/school/cap.asp</a>

# ECHO: FAIR HOUSING COUNSELING (CDBG)



Fair Housing Services provides counseling, investigation, mediation, and enforcement of meritorious claims of illegal housing discrimination; and referrals to tenants and landlords regarding fair housing laws and rights.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

### ECHO FH BY THE NUMBERS

Year program was founded: 1965

Total program budget: \$175,390

Total CDBG funding: \$14,600

|                                      | 2009              | 2010              |
|--------------------------------------|-------------------|-------------------|
| Number of Hayward residents served:  | 29 Investigations | 15 Investigations |
| Number of volunteers:                | 1                 | 1                 |
| Number of volunteers hours provided: | 50/year           | 37/year           |
| Number of paid FTEs:                 | .20               | .16               |

### NOTABLE TRENDS

#### Recent Accomplishments:

- ECHO has been successful in mediating a number of fair housing complaints in Hayward and other jurisdictions. Most of the mediations involved disabled tenants needing reasonable accommodations.
- 2. Begun a collaboration with two landlord associations
  Harbor Bay Reality in Alameda and EBRHO in
  Oakland, which provides advocacy and support for
  landlords in northern Alameda County areas. ECHO
  will be co-hosting two events in the Spring.



Angie Watson-Hajjem, Fair Housing Counselor

3. Contracted in Cities of Walnut Creek and Concord to provide fair housing services. Oakland is funding ECHO to "affirmatively further fair housing" and provide fair housing services for its residents.

## ECHO: FORECLOSURE MITIGATION COUNSELING (CDBG)



Foreclosure Mitigation Counseling (FMC) provides counseling and education regarding the foreclosure process, the various methods used to preserve homeownership, and intervention on behalf of eligible mortgagors to stabilize their housing.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

### ECHO FMC BY THE NUMBERS

Year program was founded: 1980

Total program budget: \$33,871

Total CDBG funding: \$18,250

|                                      | 2009    | 2010    |
|--------------------------------------|---------|---------|
| Number of Hayward residents served:  | 163     | 116     |
| Number of volunteers:                | 1       | 1       |
| Number of volunteers hours provided: | 99/year | 50/year |
| Number of paid FTEs:                 | .45     | .23     |

### NOTABLE TRENDS

#### Recent Accomplishments:

- 1. Since the beginning of the fiscal year, the FMC Counselor has achieved 97% of her counseling goal, and 50% of eligible households have had their mortgages modified
- 2. As a HUD-approved Housing Counseling Agency funded by HUD, 22 households received mortgage counseling. Of that number, 59% were assisted in keeping their homes.
- 3. Received funding to provide a Mortgage Modification and Mortgage Scam Workshop, before October 1, 2012. The date will be announced in the near future.



Mary Colbert, Foreclosure Mitigation and Tenant Landlord Counselor

### ECHO: TENANT/ LANDLORD COUNSELING (CDBG)



Tenant/Landlord Counseling and Mediation provides tenants and landlords with mediation and counseling services concerning their rights and responsibilities regarding rental housing.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

### ECHO TLC BY THE NUMBERS

Year program was founded: 1965

Total program budget: \$113,000

Total CDBG funding: \$14,600

|                                      | 2009    | 2010    |
|--------------------------------------|---------|---------|
| Number of Hayward residents served:  | 531     | 523     |
| Number of volunteers:                | 1       | 1       |
| Number of volunteers hours provided: | 37/year | 37/year |
| Number of paid FTEs:                 | .17     | .16     |

### NOTABLE TRENDS

#### Recent Accomplishments:

1. The Tenant/Landlord
Counselor has exceeded the annual goal of providing services to 165 clients by 148%, and the annual goal of providing counseling to 240 inquiries by 129%



Tiffany and Sandra, Clerical Staff

- 2. Since the beginning of the fiscal year, ECHO's Tenant/Landlord Counselor has mediated in 6 evictions in the City of Hayward, and has prevented evictions in all six cases.
- 3. Awarded contracts in the Cities of Walnut Creek and Concord to provide landlord-tenant services.

## ECHO: RENTAL ASSISTANCE PROGRAM (CDBG)



The Rental Assistance Program reduces homelessness and increases accessibility to affordable, long-term housing for Hayward families through short-term assistance for delinquent rent to avoid eviction, or move-in costs to prevent institutionalization.

COMMUNITY SERVICES LIAISON: COMMISSIONER RAY BONILLA JR

### **ECHO BY THE NUMBERS**

Year program was founded: 1987

Total program budget: \$15,213

Total CDBG funding: \$4,033

|                                      | 2009   | 2010   |
|--------------------------------------|--------|--------|
| Number of Hayward residents served:  | 1      | 5      |
| Number of volunteers:                | 1      | 1      |
| Number of volunteers hours provided: | 2/year | 6/year |
| Number of paid FTEs:                 | .01    | .03    |

### NOTABLE TRENDS

#### Recent Accomplishments:

- 1. Prevented homelessness for 4 families with City of Hayward funding through the Rental Assistance Program
- 2. ECHO's RAP Counselors have prevented homelessness for 14 families throughout Alameda County through grants and guarantees
- 3. A total of 4,254 clients served agency-wide



Marvel Mills

# EDEN YOUTH AND FAMILY CENTERTATTOO REMOVAL (SOCIAL SERVICES)



Project New Start Tattoo Removal Program serves young people, ages 13-25 with visible gang, drug-related or unwanted tattoos, providing tattoo removal, peer counseling, and support as participants move toward a healthier lifestyle.

COMMUNITY SERVICES LIAISON: COMMISSIONER DIANE FAGALDE

### EYFC BY THE NUMBERS

Year program was founded: 1995

Total program budget: \$33,559

Total SS funding: \$8,300

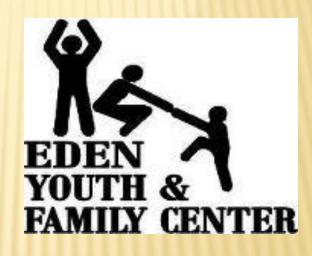
|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 31   | 59   |
| Number of volunteers:                | 10   | 13   |
| Number of volunteers hours provided: | 300  | 390  |
| Number of paid FTEs:                 | .5   | .5   |

### NOTABLE TRENDS

#### Recent Accomplishments:

- 1. Secured supportive grants for Project New Start from Firedoll Foundation and Kaiser Community Benefits Program
- 2. Recognition as a "Promise Place" by the America's Promise Alliance.
- 3. EYFC now has a Facebook page!





# EMERGENCY SHELTER PROGRAM (ESP) (CDBG)

Emergency Shelter Program, Inc., (ESP) provides assistance to low-income women and their



children who are in crisis due to homelessness and/or domestic violence. CDBG Public Service funds are used to help pay for an overnight Shelter Monitor. This enhances our clients' safety as well as the neighborhood's safety. The Harder-Tennyson neighborhood, City of Hayward, has been our most obvious funding source because of the safety benefits.

COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LEPPERT

### EMERGENCY SHELTER PROGRAM BY THE NUMBERS

Year program was founded: 1972

Total program budget: \$925,172

Total CDBG funding: \$18,980

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 70   | 67   |
| Number of volunteers:                | 39   | 52   |
| Number of volunteers hours provided: | 665  | 927  |
| Number of paid FTEs:                 | 5    | 8    |

### NOTABLE TRENDS

## Restore Hope. Overcome Violence. Text taken from ESP' website: http://www.espca.org

Recent Accomplishments:

- Expansion of the Board of Directors to include a past shelter client
- 2. Initiated Domestic Violence training for social service agencies, volunteers from the community and ESP interns
- 3. Recent partnership development with Hayward Police Department to enhance employee training
- 4. In partnership with Mujeres Unidas Y Activas, ESP provided support for peer advocates to bilingual Hayward residents

# FAMILY EMERGENCY SHELTER COALITION (FESCO) (CDBG)



Each year FESCO's Les Marquis Shelter's round-the-clock staff serves 50 homeless families with children (170 individuals) with secure housing and nutritious meals provided in a homelike setting. Additional services include life skills classes, parenting classes and development of individual service plans focused on moving toward self-sufficiency. FESCO received a CDBG – Public Service Grant to support Shelter Operations.

COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LARA

### FESCO BY THE NUMBERS

Year program was founded: 1987

Total program budget: \$311,221

Total CDBG funding: \$29,200

|                                      | 2009  | 2010  |
|--------------------------------------|-------|-------|
| Number of Hayward residents served:  | 54    | 45    |
| Number of volunteers:                | 425   | 396   |
| Number of volunteers hours provided: | 5,000 | 4,840 |
| Number of paid FTEs:                 | 5.7   | 4.9   |

### NOTABLE TRENDS

### Recent Accomplishments:

- 1. 56% housing placement rate in FY 10-11, exceeding the 30% county-wide goal
- 2. 163 filled backpacks were distributed at the Back-to-School Backpack event
- 3. 45% of adults who entered the shelter in FY 10-11 with no income, exited with income.

  The county-wide goal was 15%.



# FAMILY VIOLENCE LAW CENTER (FVLC) (CDBG)

The purpose of the Family

Violence & Homelessness Prevention Project (FVHP) is to significantly reduce the level of homelessness and injury brought on by family violence for all Hayward residents served. Primary clients served by this project are indigent and low-income women and their children residing within the City of Hayward.

COMMUNITY SERVICES LIAISON: COMMISSIONER CYNTHIA CHIASSON

### FAMILY VIOLENCE LAW CENTER BY THE NUMBERS

Year program was founded: 1978

Total program budget: \$1,565,386

Total CDBG funding: \$36,500

|                                      | 2009  | 2010  |
|--------------------------------------|-------|-------|
| Number of Hayward residents served:  | 207   | 142   |
| Number of volunteers:                | 31    | 34    |
| Number of volunteers hours provided: | 3,005 | 4,003 |
| Number of paid FTEs:                 | .91   | .86   |

### NOTABLE TRENDS

Intervention Unit, FVLC's primary crisis intervention unit, responded to more than 3,300 police reports and provided crisis intervention and case management to 2,472 clients.



- 2. This year, FVLC provided legal information, assessment, paperwork preparation assistance, advice and council and/or representation to 790 legal clients. FVLC's legal team helped 232 of those clients get 415 court orders.
- 3. In January 2011, FVLC received funding from the State Bar of California's Equal Access Fund's Partnership Grant Program to start and run a proper clinic for Spanish speaking domestic violence restraining order petitioners at the Hayward Law Library.

## HORIZON SERVICES (SOCIAL SERVICES)



Lambda Youth Project (LYP) provides services to youth in Hayward who identify as LGBTQ and are at a higher risk of alcohol and other drug abuse and suicide. Since 1992, LYP has provided a safe, supportive, environment for youth to meet and discuss issues impacting LGBTQ youth in their lives.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELIZABETH SAMAYOA

### HORIZON SERVICES BY THE NUMBERS

Year program was founded: 1993

Total program budget: \$93,000

Total SS funding: \$12,450

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 190  | 212  |
| Number of volunteers:                | 1    | 1    |
| Number of volunteers hours provided: | 40   | 40   |
| Number of paid FTEs:                 | .70  | .62  |

### NOTABLE TRENDS

#### Recent Accomplishments:

- I. Partnership with the Hayward Library and Chabot College in the Teenscope Gay Prom Filmmaking Project
- 2. Hosting of 17<sup>th</sup> Annual Gay Prom, attended by 300 12-20 year olds and chaperoned by 100 adult volunteers
- 3. Institution of Gay/Straight Alliances in HUSD's middle and High Schools



### INTERNATIONAL INSTITUTE (SOCIAL SERVICES)



Bilingual immigration legal services for 240 Hayward residents, and education and outreach to 200 residents to increase the safety and stability of families, expand access to resource for newcomers, and improve the ability of immigrant families to make informed decisions.

COMMUNITY SERVICES LIAISON: COMMISSIONER DONNA ALLEN-THOMAS

### INTERNATIONAL INSTITUTE BY THE NUMBERS

Year program was founded: 1969

Total program budget: \$349,000

Total SS funding: \$5,810

|                                      | 2009  | 2010   |
|--------------------------------------|-------|--------|
| Number of Hayward residents served:  | 167   | 233    |
| Number of volunteers:                | 24    | 32     |
| Number of volunteers hours provided: | 8,500 | 10,200 |
| Number of paid FTEs:                 | 3     | 5      |

### NOTABLE TRENDS

#### Recent Accomplishments:

- Creation and founding of new office in Antioch to provide immigration and naturalization services to Contra Costa County
- 2. Succession of Executive Director Margi Dunlap, and hiring of new Executive Director Ellen Dumensil
- 3. Founding of East Bay Naturalization Collaborative, a group of legal service providers in Alameda and Contra Costa County dedicated to providing large group processing event to assist over 1000 applicants in the next 3 years.



## LA FAMILIA – FAMILY RESOURCE CENTER

(SOCIAL SERVICES)

La Familia closed the Family Resource Center at the end of December. The total FY 11-12 allocation for the Resource Center was \$12,865. Half of this amount was released upon contract execution. Money disbursed was used for a Family Advocate, to assist families in need find emergent or urgent assistance. A Liaison Visit was not conducted and a report has not been submitted

COMMUNITY SERVICES LIAISON: COMMISSIONER BEVERLY RELIFORD

### LEGAL ASSISTANCE FOR SENIORS (LAS) (SOCIAL SERVICES)



Photo taken from LAS' website: www.lashicap.org/

LAS provides free legal services to individual seniors including legal advice and representation in areas of elder abuse, guardianship, consumer law, public benefits, health law and immigration. LAS also provides community education and outreach to seniors, families and professionals on issues that affect quality of life for seniors.

COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LARA

### LEGAL ASSISTANCE FOR SENIORS BY THE NUMBERS

Year program was founded: 1976

Total program budget: 1,435,585

Total SS funding: \$18,260

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 57   | 80   |
| Number of volunteers:                | 5    | 4    |
| Number of volunteers hours provided: | 79   | 88   |
| Number of paid FTEs:                 | 19   | 20   |

### NOTABLE TRENDS

#### Recent Accomplishments:

- Celebrated 35<sup>th</sup> Anniversary of service to seniors with successful Ed. Conference on Elder Abuse Prevention and a successful fundraising anniversary gala
- 2. Relocated our office site to a more suitable and fiscally sound location, with easy access for our clients.
- 3. LAS received a \$25,000 research grant to study the feasibility of taking senior/landlord cases when abusers live in their homes.



Photo taken from LAS' website: www.lashicap.org/

## LINCOLN CHILD CENTER (SOCIAL SERVICES)

Lincoln Child Center received an allocation for \$8,300. The agency declined funding From the City of Hayward. No contract was executed.

COMMUNITY SERVICES LIAISON: COMMISSIONER PEGGY GUERNSEY

## LIONS CENTER FOR THE BLIND

(SOCIAL SERVICES)

Lions Center for the Blind received an allocation for \$9,233. The agency declined funding from the City of Hayward. No contract was executed.

COMMUNITY SERVICES LIAISON: NONE ASSIGNED

## LITERACY COUNCIL (SOCIAL SERVICES)



Literacy Plus is a free adult tutoring program of the Hayward Public Library. Volunteer tutors are trained and matched with English-speaking adults who read and write below 8<sup>th</sup> grade level, including seniors and adults who have learning disabilities.

COMMUNITY SERVICES LIAISON: COMMISSIONER PEGGY GUERNSEY

#### LITERACY COUNCIL BY THE NUMBERS

Year program was founded: 1985

Total program budget: \$384,801

Total SS funding: \$8,300

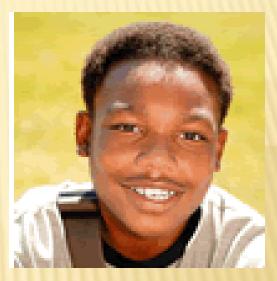
|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 77   | 65   |
| Number of volunteers:                | 129  | 143  |
| Number of volunteers hours provided: | 6310 | 7376 |
| Number of paid FTEs:                 | 3.25 | 3.25 |

#### NOTABLE TRENDS

- Book vending machine located at the Day Labor Center
- 2. Partnership with the Day Labor Center offering computer classes, small group classes, one-on-one tutoring and conversation circles
- 3. Native language literacy offered 6 days per week



# REALITY MENTOR, INC. (SOCIAL SERVICES)



Reality Mentor Inc.'s mission is to create a new community where youth participate in defining personal, educational and professional goals and achieve them through life changing programs, projects, one-on-one and group mentoring, provided in part, by mentors who hold positions of leadership in Bay Area business, government and educational institutions. The Reality Mentor, Inc. program "Mentoring for Success: A Mentoring Intervention Model for At-Risk High School Students in the City of Hayward" works with educationally and economically disadvantaged Hayward youth, through its partnership with HUSD.

COMMUNITY SERVICES LIAISON: COMMISSIONER BEN HENDERSON

#### REALITY MENTOR BY THE NUMBERS

Year program was founded: 2008

Total program budget: \$90,000

Total SS funding: \$4,150

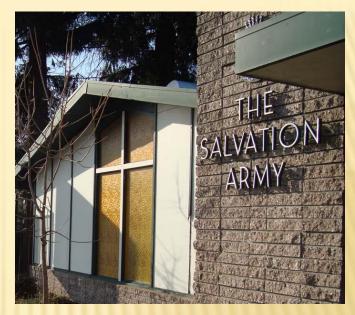
|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 154  | 218  |
| Number of volunteers:                | 16   | 11   |
| Number of volunteers hours provided: | 9984 | 5864 |
| Number of paid FTEs:                 | 3    | 2    |

#### NOTABLE TRENDS

- 1. 350 people attended an African American male conference
- 2. An end of the year BBQ for mentors, mentees, and their families was held, and approximately 400 people participated
- 3. Job tours and shadowing were offered at Locheed Martin and Pepsi Bottling Group



## SALVATION ARMY (SOCIAL SERVICES)



The Salvation Army Corps' Hayward Community Center provides social services to low-income residents, including food, utility bill assistance, an after-school homework club, a senior meals

program, hygiene kits, baby items, hair cuts, troop programs for 5- to 18-year olds, as well as seasonal services such as Thanksgiving and Christmas baskets and meals, and camps for kids

COMMUNITY SERVICES LIAISON: COMMISSIONER JULIUS WILLIS JR

#### SALVATION ARMY BY THE NUMBERS

Year program was founded: 1925

Total program budget: \$602,500

(Hayward Corps food)

Total SS funding: \$4,150

|                                      | 2009  | 2010  |
|--------------------------------------|-------|-------|
| Number of Hayward residents served:  | 4,209 | 4,814 |
| Number of volunteers:                | 1,092 | 1,246 |
| Number of volunteers hours provided: | 5,460 | 6,494 |
| Number of paid FTEs:                 | 4     | 5     |

#### NOTABLE TRENDS

- 1. Purchased and fully owns an adjacent lot where it will build a new community center.
- 2. Provides more services for less money. For example, groceries worth \$10 actually cost Army only \$6.
- 3. The Salvation Army does not turn away people in need.



SAVE - COPS
PROGRAM
(SOCIAL SERVICES)



Safe Alternative to Violent Environments (SAVE)'s COPS Program collaborates with the Hayward, San Leandro and Fremont Police Departments as well as other local law enforcement agencies to provide direct crisis intervention services to victims of domestic violence who have come into contact with law enforcement. Victims are provided with emotional support, resource and referral services as well as assistance with obtaining restraining orders.

COMMUNITY SERVICES LIAISON: COMMISSIONER CYNTHIA CHIASSON

#### SAVE - COPS PROGRAM BY THE NUMBERS

Year program was founded: 1996

Total program budget: \$200,000

Total SS funding: \$16,600

|                                      | 2009          | 2010          |
|--------------------------------------|---------------|---------------|
| Number of Hayward residents served:  | 504           | 263           |
| Number of volunteers:                | 20 direct     | 20 direct     |
| Number of volunteers hours provided: | Not available | Not available |
| Number of paid FTEs:                 | 1             | 1             |

#### NOTABLE TRENDS

- 1. Addition of part-time coordinator has expanded corps of volunteers to answer the hotline, translate, accompany victims in court, and more
- Teen dating violence prevention program has expanded to include ongoing anti-bullying work with 5<sup>th</sup> and 6<sup>th</sup> grades
- 3. Executive Director was chosen to serve on the Blue Shield Against Violence Strong Field Project Advisory Group



#### SEVENTH STEP FOUNDATION (CDBG)



The full-time Job Developer is needed to find meaningful jobs for 32 parolees. With the economic downturn and high unemployment rates, jobs for parolees are increasingly more difficult to secure. Gainful employment helps to decrease rates of recidivism.

COMMUNITY SERVICES LIAISON: COMMISSIONER ALLISON MCMANUS

#### SEVENTH STEP FOUNDATION BY THE NUMBERS

Year program was founded: 1972

Total program budget: \$872,000

Total CDBG funding: \$12,392

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 400  | 400  |
| Number of volunteers:                | 6    | 6    |
| Number of volunteers hours provided: | 1200 | 1200 |
| Number of paid FTEs:                 | 6    | 6    |

#### NOTABLE TRENDS

- 1. More than 40 parolees graduated in October 2011
- 2. A toy drive was held for Christmas. 800 toys and 2 raffled bikes were given away to Hayward families and children
- 3. Start of a weekly Juvenile Group Program, to prevent drug use and criminal behavior

#### SO. HAYWARD PARISH - CAN (CDBG)



The project's main objective is to end homelessness in Hayward. It provides 1:1 case management to Hayward residents who are homeless. The approach is to work with the individual by not only addressing the economic but the complete psychosocial needs of the individual. Outreach for the program is conducted by peers. It is a collaborative with many organizations

COMMUNITY SERVICES LIAISON: COMMISSIONER ELISE ALARCON

#### S. HAYWARD PARISH - CAN BY THE NUMBERS

Year program was founded: 2008

Total program budget: \$57,025

Total CDBG funding: \$10,950

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 77   | 63   |
| Number of volunteers:                | 200  | 25   |
| Number of volunteers hours provided: | 200  | 1000 |
| Number of paid FTEs:                 | .5   | .5   |

#### NOTABLE TRENDS

#### Recent Accomplishments:

- Fifteen housing applications were completed in December with CANs assistance.
- 2. Exceeded the goal of clients served in the first quarter; the goal was 30 and the number served is 35.



3. Consistently surpass the contract goals with one of the smallest budgets and lowest overhead costs in Alameda County. For example, last year the contract was to place 4 people in permanent housing and 9 were placed.

#### S. HAYWARD PARISH FOOD PANTRY (SOCIAL SERVICES)



Provides food to low-income Hayward residents. The goal is to provide at least 2-3 days of food to at least 1,000 unduplicated Hayward residents. They make sure make every effort to give out well balanced proportions, proteins, fresh produce and carbohydrates across the board. Recipients are given the option to select one or two from each group.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELISE ALARCON

## S. HAYWARD PARISH – FOOD PANTRY BY THE NUMBERS

Year program was founded: 1975

Total program budget: \$85,000

Total SS funding: \$14,442

|                                      | 2009  | 2010  |
|--------------------------------------|-------|-------|
| Number of Hayward residents served:  | 3,636 | 3,877 |
| Number of volunteers:                | 150   | 150   |
| Number of volunteers hours provided: | 6,000 | 6,000 |
| Number of paid FTEs:                 | .5    | .5    |

#### NOTABLE TRENDS

- 1. Provide at least 50% fresh produce
- 2. Continued to serve the same number of people even thought the funding was cut by the City and FEMA
- 3. Expanded volunteer base



# SPECTRUM COMMUNITY SERVICES (SOCIAL SERVICES)



The program will ensure that over 300 Hayward seniors will regularly receive hot nutritious meals in a supportive setting. Spectrum's Senior Nutrition and Activities Program(SNAP) will prepare and serve over 17,000 meals at eight neighborhood locations throughout Hayward to elderly residents who are extremely low- or low-income.

COMMUNITY SERVICES LIAISON: COMMISSIONER LIZ MORALES-CONTRERAS

#### SPECTRUM COMMUNITY SERVICES BY THE NUMBERS

Year program was founded: 1978

Total program budget: \$219,273

Total SS funding: \$24,070

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 250  | 270  |
| Number of volunteers:                | 10   | 10   |
| Number of volunteers hours provided: | 1728 | 1728 |
| Number of paid FTEs:                 | 1.25 | 1.25 |

#### NOTABLE TRENDS

- Spectrum's Dietitian adds three new healthy items to the menu each month to keep the seniors happy and healthy
- 2. Spectrum is currently serving 22 Congregate Senior locations throughout the Bay Area and over 70,000 meals per year.
- 3. Spectrum moved from a smaller less efficient office on Grove Way to a larger well maintained office on Barrington Ct., saving money on monthly rent.



# ST. ROSE / FACES PROGRAM (SOCIAL SERVICES)



FACES is a leadership and academic development program for disadvantaged high school students in Hayward. The 2-year internship supports 15 to 25 interns in the 11th and 12th grades who desire to pursue healthcare careers. The program inspires students through hands-on experiences, tutoring, mentoring, college preparation and psychosocial support.

COMMUNITY SERVICES LIAISON: COMMISSIONER DONNA ALLEN-THOMAS

#### ST. ROSE / FACES PROGRAM BY THE NUMBERS

Year program was founded: 2007

Total program budget: \$130,000

Total SS funding: \$20,750

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 19   | 19   |
| Number of volunteers:                | 10   | 12   |
| Number of volunteers hours provided: | 400  | 650  |
| Number of paid FTEs:                 | 1    | 1    |

#### NOTABLE TRENDS

- I. College tour of Samuel Merritt University to give students exposure to their health sciences programs and answer enrollment questions
- 2. Students attended a three week educational program focusing on Disaster Preparedness & Basic Life Support (BLS), mental and emotional health, and substance abuse.
- 3. Student volunteer opportunities at community events to include Assembly Member Mary Hayashi's Women's Health Fair, St. Rose Hospital's Spectacular and the Silva Clinics Children's Christmas party





# TIBURCIO VASQUEZ "KEEPIN' IT REAL" (SOCIAL SERVICES)



The Keepin' It Real (KIR) project, based at the Tennyson Health Center, is a primary care clinic managed and operated by Tiburcio Vasquez Health Center, Inc. (TVHC). The KIR project is collaboration between Tiburcio Vasquez Health Center and Tennyson High School. The primary groups directly being served are KIR Peer Educators and freshman students

COMMUNITY SERVICES LIAISON: COMMISSIONER PEGGY GUERNSEY

## TIBURCIO VASQUEZ "KEEPIN IT REAL" BY THE NUMBERS

Year program was founded: 2005

Total program budget: \$35,000

Total SS funding: \$12,450

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 18   | 18   |
| Number of volunteers:                | 2    | 2    |
| Number of volunteers hours provided: | 40   | 40   |
| Number of paid FTEs:                 | 1    | 1    |

#### NOTABLE TRENDS

- Hired a new youth health services manager to over see program and manage Tennyson Health Center.
- 2. To foster leadership within the program, the position of Peer Leader was created to co-lead the KIR project with agency staff.
- 2. Using the KIR model and parent engagement program, we have expanded some of our work at Hayward High.





# TRI-CITY HEALTH CENTER (SOCIAL SERVICES)



Photo from Tri-City's website: http://www.tri-cityhealth.org

Tri-City Health Center provides high quality, comprehensive and client-centered services which assist and empower individuals living with HIV. The program provides case management, mental health, and benefits counseling to 84 low-income, unduplicated Hayward residents. Services offered include housing assistance, legal assistance, grocery vouchers, transportation assistance, and emergency financial assistance.

COMMUNITY SERVICES LIAISON: COMMISSIONER ROBERT LEPPERT

#### TRI-CITY HEALTH CENTER BY THE NUMBERS

Year program was founded: 2002

Total program budget: \$110,000

Total SS funding: \$24,900

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 108  | 124  |
| Number of volunteers:                | 0    | 0    |
| Number of volunteers hours provided: | 0    | 0    |
| Number of paid FTEs:                 | 4    | 4    |

#### NOTABLE TRENDS

- 1. Renovation of Hayward site, designated four rooms for different purposes and allowing for new behavioral health services for Hayward residents.
- 2. Since September 2011, Hayward residents can access free bi-lingual mental health services by a therapist one day per week.
- 3. A donated freezer has increased capacity to provide free health food items to Hayward residents



Photo from Tri-City's website: http://www.tri-cityhealth.org

# WOMEN ON THE WAY (CDBG)



Women on the Way (WOTW) is a ten-bed shelter that provides residential treatment services to help women overcome drug and alcohol addictions. Each woman develops an individual treatment plan, setting goals in each major life area, and meets with her counselor frequently to review progress made toward her goals. This CDBG grant has helped pay for utilities and other operations.

COMMUNITY SERVICES LIAISON: COMMISSIONER ELIZABETH SAMAYOA

#### WOMEN ON THE WAY BY THE NUMBERS

Year program was founded: 1995

Total program budget: \$304,165

Total CDBG funding: \$10,950

|                                      | 2009 | 2010 |
|--------------------------------------|------|------|
| Number of Hayward residents served:  | 22   | 21   |
| Number of volunteers:                | 11   | 11   |
| Number of volunteers hours provided: | 520  | 520  |
| Number of paid FTEs:                 | 6    | 6    |

#### NOTABLE TRENDS

- 1. New roof for residential facility
- Now providing more Sober Living/ Transitional housing beds
- 3. Received an award from

  Merritt College for having the

  most clients attending community
  college

